



Training Handbook

**Participant
Information**







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VISION

To be a leading provider of socially inclusive outcomes through employment and training services.

MISSION

To deliver positive economic and social benefits to the community.

VALUES

We place a high value on:

- a team approach that ensures that all employees are committed to a common purpose
- an environment that fosters honesty, trust, loyalty, integrity, a broad range of professional knowledge and skills, recognition and a sense of humour.
- open and honest communication.
- excellence in customer service.
- our reputation in the community.
- the importance that meaningful work plays in the lives of individual community members providing them with a sense of purpose, contribution and self worth.
- the creation and maintenance of a safe and environmentally sustainable community.

CORPORATE STRATEGY

"We will improve our service standards, enhance the company's financial security, grow market share and improve our standing as an employer of choice".

WELCOME FROM THE CEO

CVGT began operating in 1983 as a small but determined employment and training company that was focused on assisting young people to gain Apprenticeships. Twenty Seven years later we have helped thousands of people gain Apprenticeships in over 55 different vocations. CVGT is now a company that employs 400 Apprentices and provides formal training to 2000 students per annum.

As you begin or continue your Career Journey in life, I am confident that choosing CVGT as your training provider will prove to be an excellent decision. The gaining of additional knowledge and skills opens up a whole new world of personal and employment opportunities. You will have a greater capacity to increase your earning potential with career advancement through promotion.

CVGT has a Vision which is about being a leader in achieving outcomes in employment and training services this we will do with professionalism, compassion, integrity and honesty. I welcome you to CVGT training and look forward to your journey with the company being memorable in a positive and productive way.

Paul Green

CEO



Paul Green

Chief Executive Officer

WELCOME FROM THE RTO GENERAL MANAGER

Thanks for choosing CVGT as your training provider. We are looking forward to making your experience with training as relevant to your workplace and as close to your learning goals as possible.

My role is to ensure that our RTO provides the most effective training service so that you successfully complete your course and develop your potential for success. CVGT RTO carefully selects its trainers and its training materials to be the most relevant to current industry practice; I hope that you have a really great experience with your trainer and that their knowledge and work experience helps you to develop in your profession

I value all of your feedback to help us to continuously improve our performance. Please use our feedback forms to let me know about the quality of delivery so that I can follow up immediately and provide feedback to the training team. If you want to address feedback to me directly please email me at gnewnham@cvgt.com.au

If you have any other concerns about your training then you should be able to find the right way to deal with them in this book - it is an important resource that you should keep in a handy spot whilst you train with CVGT.

I am confident that you will find that this opportunity is a valuable one. If there is anything that I can do to make the journey more enjoyable, I would value the chance to discuss your ideas. So...enjoy, I look forward to sharing this experience with you.

Gayle Newnham

CVGT Training

Workplace Training Specialists - Our training improves your work options



Gayle Newnham
General Manager Training

ACTS AND LEGISLATION THAT AFFECTS PARTICIPANTS

Victorian Qualifications Authority Act

Vocational Education & Training Act (Victoria)

The Apprenticeship and Traineeship Act 2001 No.80 (NSW)

Other Acts also apply such as, Occupational Health & Safety Act 1985 (Vic), Equal Opportunity Acts, & Worker Compensation Acts.

TERMINOLOGY USED

Australian Quality Training Framework (AQTF):

The Australian Quality Training Framework (AQTF) is a set of nationally agreed arrangements designed to ensure the quality of vocational education and training. The Framework includes standards for Registered Training Organisations (RTO's) and standards for registering/accrediting bodies.

The new standards raise and specify more clearly the standards RTO's must meet.

Australian Qualifications Framework (AQF):

The AQF provides a nationally consistent and flexible framework for all qualifications gained through the workplace, post compulsory education and training. This means that qualifications are designed to be consistent and to be recognised across Australia.

Training Package

A Training Package comprises three nationally endorsed components. They are:

- National Competency Standards
- National Assessment Guidelines
- National Qualifications

Training Packages also contain resources to support delivery and assessment. The Training Package concept is designed to provide greater flexibility in gaining competency to the standards required.

Unit of Competence. A unit of competence includes:

- The elements of the competency are the components of the work that make up the whole standard.
- The Performance Criteria of the competency is the standard to which it is being carried out.
- The range of variables of the competency is the environment in which the competency is carried out.

Training Plan:

Your Training plan is the planning document for how your qualification will be achieved. It will list all units that you are enrolled in and how you will learn and be assessed. The Training Plan is designed with you, your employer and your trainer. Learning and Assessment strategies appropriate to you and your learning style and workplace requirements are negotiated.

ON AND OFF THE JOB TRAINING:

On The Job Training:

This training occurs through the course of the work that you do as part of your employment; all new skills that are learnt under the supervision of a trainer or workplace supervisor or mentor are considered learning done on-the-job.

You can enhance on-the-job training by:

- Being Positive
- Being well organised
- Being observant and listening to what is being discussed
- Being prepared to ask, and be asked questions, and provide relevant answers
- Being fair and reasonable in your training
- Being respectful of the person and the environment you work with

Off The Job Training:

Off the job training is structured training away from the workplace; generally in a class room, workshop or conference format. Depending on the Course you are enrolled in you may be required to attend off-the-job training for Occupational Health & Safety, Level II Workplace First Aid Course, Advanced Computer Courses, etc.

This will be discussed with you and your employer when the Training Plan is being developed. All off-the-job training will be delivered by appropriately qualified/experienced trainers. These may include TAFE and Private Training Providers who are registered with the State Training Authority.

Resources/Learning Materials:

The supplementary material needed to support learning, for example, workbooks/learner guides, background reading, video and audio tapes, CD Roms, internet sites, etc.

COMMITMENT TO QUALITY & CONTINUOUS IMPROVEMENT

CVGT welcomes feedback from all participants and sees this as a valuable mechanism to ensure that we are continuing to meet the needs of our participants. We are committed to providing quality training & assessment services to its participants and welcome feedback that enables us to continue to improve.

Throughout the course you will be offered 2 formal methods for feedback; at the completion of each unit of competence you will be given CVGT Customer Feedback form. This form gives you the option to make comment on the; staff, course content, trainer and resources. This information is reviewed fortnightly by the RTO leadership team and all feedback is followed up. Should you wish to mail this form please address it to

The General Manager, Training,
CVGT,
PO Box 473
Bendigo 3552. Victoria

Each year you will also be asked to complete a national survey of all participants who are accessing training through Government funded providers. This information is collated and uploaded nationally for analysis on the performance of all RTOs. Your employer will also be asked to complete one of these surveys.

At any time you can go to our website and register feedback through the customer feedback link. This information is registered at a corporate level and all action is tracked to its resolution as part of our overall quality strategies.

ENROLMENT

CVGT's Pre-Training Review & Enrolment process is structured to identify specific needs of participant. We will discuss with you;

- Recognition of Prior Learning (RPL) & Credit Transfer arrangements
- Client support, welfare and guidance services arrangements.
- Language, Literacy and Numeracy support.
- The training and assessment program; your role and where applicable your employer/supervisor/host role
- Flexible learning and assessment.
- The trainers role
- Fees and Charges
- Appeals and grievance procedures.
- Relevant legislative requirements and accessibility.
- Venue safety and facility arrangements.
- Consent and release of information

LANGUAGE LITERACY AND NUMERACY

CVGT recognises that all vocational training includes language, literacy and numeracy tasks.

All enrolments, including Apprenticeships and Traineeships must undergo a Language Literacy and Numeracy Assessment (LLN). The purpose of undertaking LLN assessments during the enrolment phase is to ascertain the capacity to undertake the proposed course of learning and identify any special assistance that might be required. The LLN assessment process is not a test, it aims to determine level of proficiency leading to reasonable conclusions about:

- what the participant can read, write and calculate at the time of assessment
- what LLN may need to be worked on to ensure completion of their training
- what special training/assessment assistance they may require to ensure completion of their training.

All CVGT trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require participants to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed.
- Opportunities for repeated and supported practice.
- Opportunities for independent practice.

Where some participants require additional practice and training, CVGT will advise on appropriate language, literacy and numeracy support to suit the participants' individual needs.

FEES & CHARGES

Persons seeking to enrol in a course with CVGT are advised of all fees and charges associated with a course.

There are several fees & charges associated with CVGT Training Courses including:

Enrolment Materials and Amenities fees

Full details relating to Fees & Charges will be provided to each client prior to the commencement of training.

Persons seeking to enrol with CVGT must read and understand the Fees, Charges and Refunds Policy before signing their Participant acceptance agreement on the enrolment form.

Concessions

All concessions as detailed in the Ministerial Directions apply.

What do participant fees cover?

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course are not included in course fees and will be an additional cost should the participant wish to purchase such materials.

All course fees include up to two (2) attempts at assessment per unit.





Late Payment

- a) Where a participant is more than forty (40) days overdue with payments, CVGT reserves the right to suspend training services until payment is made to bring fees up to date.
- b) Participants who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- c) For long-term outstanding amounts, CVGT utilises the services of a debt recovery agency to ensure the collection of all fees.

Refunds - Fee for Service Participants

All course fees are non-refundable except in the instance where CVGT is required to cancel a course due to insufficient numbers or for other unforeseen circumstances.

Refunds - State Funded Trainees and Apprentices

In accordance with the refund policy set by Skills Victoria, CVGT provides refunds to state funded trainees and apprentices on the following basis:

- A Participant who withdraws from a course within 4 weeks of commencement of course will be entitled to a tuition fee refund, less the minimum fee and less any other charges paid by the Participant.
- A Participant who withdraws by written notice from a course within 4 weeks of commencement to take place at another educational institution is entitled to a full tuition refund and other charges refund (NB: except in the case where the material has been tailored/produced specific to the client) which will be paid upon presentation of offer from the alternative institution.
- A Participant who withdraws from a course after 4 weeks of commencement of classes will not be eligible for any refund.
- However, any Participant who can demonstrate genuine hardship, upon written application to the General Manager Training, may be eligible to receive a partial refund.

GOVERNMENT FUNDED TRAINING

Student Eligibility

The guiding principles that underpin the Victorian Training Guarantee and the application of the eligibility rules follow:

If you meet the Australian citizen/residency requirements -

- Any young person under 20 years is eligible for the Victorian Training Guarantee for all qualifications.
- Any applicant seeking Foundation Skills course is eligible for the Victorian Training Guarantee.
- Any applicant who is an Apprentice* is eligible for the Victorian Training Guarantee.
- Any applicant seeking a higher qualification than the highest qualification already held is eligible for the Victorian Training Guarantee.¹
- Provisions have been made for Asylum Seekers and Victims of Human Trafficking in Victoria to access Government subsidised vocational and training places in 2011.

For further information regarding Asylum Seekers and Victims of Human Trafficking please contact CVGT Central Administration.²

*An Apprentice is defined as a person who has entered into a registered training contract seeking to undertake a qualification defined as an apprenticeship in a relevant Victorian Approved Training Scheme.

An Apprentice does not include a person who:

- Has entered into a training contract registered interstate;
- Is undertaking a pre-apprenticeship; or
- Is a party to a registered training contract in a qualification defined as a Traineeship in a relevant Victorian Approved Training Scheme.

Victorian Training Guarantee (VTG) Tuition fees

The tuition fee is set out by the government. It is calculated based on the number of hours of enrolment.

All courses have been classified into one of 6 course categories for the purpose of calculating fees:

- **Apprenticeships**

A person who has entered into a registered training contract seeking to undertake a qualification defined as an apprenticeship in a relevant Victorian Approved Training Scheme.

- **Traineeships**

A person who has entered into a registered training contract seeking to undertake a qualification defined as a traineeship in a relevant Victorian Approved Training Scheme.

- **Foundation Skills**

A course category that includes courses in language, literacy and numeracy, self-management and job-readiness.

- **Skills Creation**

A course category that includes courses in vocational training at Certificates I and II level, other than Apprenticeships and Traineeships.

- **Skills Building**

A course category that includes courses in vocational training at Certificates III and IV level, other than Apprenticeships and Traineeships.

- **Skills Deepening**

A course category that includes courses for progression to a higher level within an industry area or for skills development at a specialised or paraprofessional level.³

For each category there is a set minimum and maximum limit you may be charged.

- A set minimum (is the lowest you should expect to pay each calendar year), and
- A set maximum (puts an upper limit on what you will pay each calendar year)

The fees are set for each calendar year, and you normally pay according to the year when you will do the training. If your course lasts more than one year, you will pay a new tuition fee at the start of the new year, at a new hourly rate.

1 The Victorian Training Guarantee from January 2011 Published by the Victorian Government October 2010

2 Skills Victoria Executive Memorandum 2010-45 22 December 2010

3 The Victorian Training Guarantee from January 2011 Published by the Victorian Government October 2010

VTG Fee Schedule

Course Category	2011 Hourly Rate	Minimum	Maximum
Apprenticeships	Up to \$1.40	\$58	\$923
Traineeships	Up to \$1.84	\$187.50	\$1,250
Foundation Skills (Foundation Level and Pre-Accredited Courses)	Up to \$1.08	\$50	\$500
Skills Creation (Certificate I and II)	Up to \$1.51	\$105	\$875
Skills Building (Certificate III and IV)	Up to \$1.84	\$187.50	\$1,250
Skills Deepening (Diploma and Advanced Diploma)	Up to \$3.79*	\$375	\$2,000

*Minimum fee and not a concession fee for Skills Deepening courses

Indigenous Fee Exemption

A fee reduction applies for all Indigenous students for the entire duration of the course which they are enrolled in. This exemption does not apply to the material cost of books and amenities.

Job Seeker Fee Waiver

The tuition fee is waived for all Job Seeker referrals providing a Job Seeker Fee Waiver form is completed. This is valid for the duration of the course. This exemption does not apply to the material cost for books and amenity fee.

Student Service, Amenities and Other Fees

Providers may set a Student Services and Amenities Fee to cover things like access to a library, cafeteria, counselling and student welfare services. It may also cover things like excursions or field trips.

Providers may also charge for materials or other items. This covers materials that you will keep as your personal property, such as equipment or printed notes.

Exemptions are available in some circumstances.

ACCESS, EQUITY, CLIENT SELECTION & ADMISSION

CVGT provides a wide range a short courses and fully accredited courses with varying entry requirements. Some courses will have specific entry requirements that include; competency pre requisites, health and fitness and/or prior or concurrent work experience. Your trainers will discuss entry requirements with you at enrolment.

The Victorian Government, under its Victorian Training Guarantee provides funding for training. There are specific criteria to this funding and participants should check their eligibility in the Fees and Charges section of this book. Where a participant is not eligible for a funded spot; CVGT

will calculate a Fee for Service charge for the provision of Training and Assessment.

Participants who meet the entry requirements (if applicable) as prescribed by the appropriate Training Package or funding body will be accepted into any training/assessment program; in addition;

- CVGT incorporates the principles of diversity into all programs.
- CVGT's staff are aware their responsibilities in regards to Access and Equity
- CVGT participants have equitable access to programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Admission procedures will therefore be free of discrimination, and if a client does not meet entry requirements, all attempts are made to identify alternative courses of action.

CVGT is committed to Access & Equity Principles & Processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act, Human Rights and Equal Opportunity Act, Racial Discrimination Act and Disability Discrimination Act.

Under Federal and State Anti-Discrimination Laws, discrimination in employment/training on the following grounds is against the law:

sex	lawful political belief or activity
race	age
marital status	lawful sexual activity e.g. homosexuality
pregnancy\potential pregnancy	physical features
race, colour, nationality, ethnic or national origin	status as a carer
disability/impairment	personal association with person identified by reference to one of the above attributes.
parental status	
lawful religious belief or activity	

CVGT is committed to our EEO principles and in our RTO we ensure compliance by ensuring that:

- All students are treated fairly;
- The potential of every student is fully utilised and developed;
- All policies and procedures are consistent with EEO principles;
- Student morale and motivation are improved by increasing confidence in the fairness of our practices and access to training opportunities.

RECOGNITION OF PRIOR LEARNING (RPL)

CVGT participants seeking recognition options listed below should advise their trainer at the time of enrolment, who will provide further information & an application form.

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards.

CREDIT TRANSFER

CVGT recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisation. A Credit Transfer result is awarded where a participant has successfully completed a unit with exactly the same unit code, the evidence you provide will be subject to a validity check

DELIVERY OF TRAINING

CVGT ensures that all resources meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

Delivery strategies used by CVGT are selected to best achieve the required elements of competence whilst giving full consideration to the learning style of the client.





The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

CVGT applies the following to all courses;

Appropriately qualified & experienced trainers and assessors.

Delivery and assessment resources appropriate to the methods of delivery and assessment requirements.

Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Training in accordance to the Australian Qualifications Training Framework Standards for Registered Training Organisations.

CODE OF CONDUCT

As a CVGT Client you can expect;

- Suitably qualified trainers & assessors.
- Appropriate teaching methods and materials.
- Professional conduct.
- Clean, comfortable facilities suitable for adult learning.
- Accurate and current information.
- Opportunities for input into your learning needs.

As a CVGT Learner you are entitled to;

- Be treated with courtesy, fairness and respect.
- Privacy concerning personal information, subject to statutory requirements.
- Learn in an environment free of discrimination and harassment.
- Be informed of assessment procedures (if applicable).
- Pursue your educational goals in a supportive and stimulating environment.
- Lodge a complaint through the grievance process.

As a CVGT Learner it is your responsibility to;

- Treat other people with courtesy, fairness and respect.
- Attend assessment events and submit assessment items (if applicable) on time.
- Be punctual and attend regularly.
- Not engage in plagiarism or cheating in any assessment.
- Observe normal safety practices, including no smoking in buildings or any outside area other than the designated area.
- Behave in a responsible manner, by not littering, harassing or offending fellow learners or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs.
- Mobile phones and audio devices e.g. MP3 players are to be switched OFF during classes.

If you are unable to meet your responsibilities this may result in the possible cessation of your enrolment.

HARASSMENT

CVGT will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's learning, work performance or creating an intimidating, hostile or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. Your Trainer will help you identify relevant sources of support and guidance in your local area.

Harassment is any form of behaviour that is unwelcome; which is based on one of the prohibited grounds; and which offends, humiliates or intimidates someone. Harassment is often repeated behaviour, but can also consist of a single act. Harassment makes the work environment unpleasant, sometimes even hostile and may affect people's work performance. Harassment can often be the result of behaviour which is not intended to offend or harm, such as jokes or unwanted attention. The fact that harassment is not intended does not stop it from being against the law.

DISCIPLINARY PROCEDURE

Where a participant has clearly breached the participant Code of Conduct or the Participant Plagiarism, Cheating and Collusion Policy; disciplinary action taken must be with the full endorsement of the General Manager Training and must be fair and consistently applied.

All breaches must be dealt with in a timely manner

In keeping with the Participant Code of Conduct, CVGT acknowledges the right of the participant to appeal decisions which impact on their status (e.g. exclusion or expulsion), and to complain where they are of the view that any disciplinary action taken was unwarranted, unfair or discriminatory (refer to Student Grievance Policy & Procedures).

Any staff member from CVGT RTO has the right to ask a participant to discontinue a behavior that is disruptive to the adult learning environment, or is breaching the rights of others.

Conduct	1st Breach	2nd Breach
Treat other people with courtesy, fairness and respect.	Verbal warning (Trainer)	Remove from Learning Environment (for that Day) / report breach to employer (Training Branch Manager)
Attend assessment events and submit assessment items (if applicable) on time	Verbal warning (Trainer)	Written results of NYC (Trainer)
Not engage in plagiarism or cheating in any assessment.	The trainer should provide evidence of the breach to their Training Branch Manager. If the manager is satisfied that the breach has occurred; they will provide a written report indicating participant has failed the unit of competence to which the breach refers.	Where there is more than one instance of breach the Training Branch Manager will provide evidence to the General Manager Training who will meet with the participant and remove them from the training course.
Observe normal safety practices, including no smoking in buildings or any outside area other than the designated area.	Verbal warning (Trainer)	Remove from Learning Environment (for that Day) / report breach to employer (Training Branch Manager)

Behave in a responsible manner; by not littering, harassing or offending fellow learners or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs.	The trainer should provide evidence of the breach to their Training Branch Manager. If the manager is satisfied that the breach has occurred; they will remove the participant from the learning environment for that day.	Where there is more than one instance of breach the Training Branch Manager will provide evidence to the General Manager Training who will meet with the participant and remove them from the training course for a period of 5 days during which time a behavioural contract will be negotiated before training can recommence. Where the training is work based, the contract must also be signed by the employer.
Mobile phones and audio devices e.g. iPods are to be switched OFF during classes.	Verbal warning (Trainer)	Remove from Learning Environment (for that Day) / report breach to employer (Training Branch Manager)

STUDENT GRIEVANCE PROCEDURE

A grievance is a serious problem or concern of an academic or non-academic nature raised by an enrolled student or prospective student, which is believed by that student, to disadvantage them in the course of their study.

Individual participant or groups of participants are encouraged to raise issues or matters of concern. In these circumstances, the participant should contact their trainer in the first instance unless the grievance is in relation to their trainer. In that instance participants should contact either the Regional or Metropolitan Training Branch Manager.

Where the grievance is made directly to a trainer, every reasonable effort should be made by both parties to resolve the matter. It is expected that, in most circumstances, resolution of the grievance should be achieved **within two weeks** from the date of lodgment of the grievance.

If the matter is unresolved within two weeks or the participant is dissatisfied with the response, the student may submit details of the complaint to the General Manager Training. This must be done in writing and should contain the following details:

- Participant's name and contact details
- A description of the issue, including where, when and who was involved
- A description of the steps already taken to try to resolve the issue
- An indication of the customer's desired outcome.
- Formal Customer Feedback received by staff member (All staff members are responsible for receiving feedback);

The General Manager Training will

1. Acknowledge the receipt of the grievance to the client within two weeks of receipt.
2. Request that the trainer provide a report on the actions taken to resolve the grievance thus far.
3. Determine the appropriate course of action; inclusive of mediation, intervention or change of trainer
4. Provide a response to the client

ASSESSMENT

CVGT is committed to ensuring valid and reliable assessment against industry competency standards. All assessments undertaken by CVGT are consistent with the National Assessment Principles and the requirements of the relevant Training Package.

Our trainers work within the 'Code of practice for assessors'.

During Assessment the trainer will:

- Provide for applicants to be consulted in the context and purpose of the assessment and the assessment process.
- Ensure that for valid and reliable assessment, competency must be consistently demonstrated over a period of time.
- Facilitate Flexible assessment processes allowing for the individual characteristics and/ or special needs of the participant.
- Ensure the assessment process is equitable by applying reasonable adjustment where it is requested.
- Where relevant, focus on the application and skill to the standard of performance required in the workplace.
- Meet industry and individual workplace codes and practices and relevant industry regulations and legislation.
- Provide feedback to the applicant about the outcomes of the assessment process and guidance on future options.
- Ensure the maintenance of participant files including records of interviews and site visits.
- Ensuring Assessment materials signed by all parties.
- Collect participant feedback.
- Liaise with Employers.
- Apply of Access and Equity Policy.
- Explain the Appeals process.

LATE SUBMISSION OF ASSESSMENTS AND EXTENSIONS

All tasks that have a timeline set for submission must be sent to the trainer by that date.

A task is considered to have been submitted when sent; Sending can include; delivery by email - save the sent email for proof, delivery by mail - mail post marked on the due date or before, hand delivery - signed and dated by trainer or RTO representative as delivered on or before due date, internal delivery (CVGT site only) registered in site mail log as sent on due date.

As part of the assessment process the trainer should explain reasonable adjustment; which includes the provision to provide an extension to the participant on the request of the participant. CVGT RTO requires that this request be in writing; email or text is acceptable, and must be granted by the trainer at least 3 days before the due date.

When a participant applies for an extension they must also propose the date that they will submit the task as part of the written application. Only one extension can be granted.

CVGT RTO suggests that the maximum extension granted is one month as any longer then becomes and impediment for future unit completion.

Where the participant fails to meet the set timelines they will be deemed Not Yet Competent (NYC) and will need to reenrol in that unit if they wish to achieve competency.

APPEALS PROCESS

All CVGT participants have the right to appeal the outcome of their assessment decision.

Appeals will be lodged in writing within 21 days of results being issued to the General Manager Training.

The General Manager Training will

1. Acknowledge the receipt of the appeal to the client within two weeks of receiving the formal appeal.
2. Request that the trainer provide a report on their assessment decision, mapping all evidence relevant to the assessment decision to the unit of competency and training package assessment guidelines. They will also be available over the period of the appeal for consultation.

3. Appoint another suitably qualified Assessor to re-assess the Participants' evidence as submitted in their original assessment.
4. Determine the validity of the first and second assessment decision.
5. Make a recommendation to the CEO on the correct assessment decision
6. Provide a response to the client

The outcome decision of the appeal will be final.

ISSUING QUALIFICATIONS & STATEMENTS OF ATTAINMENT

CVGT issues Course certification and Qualification Transcripts that meet the requirements of the Australian Qualifications Framework and the endorsed Training Packages and accredited courses within our scope of registration.

A **Certificate** is issued when the participant has completed all the requirements of a qualification as defined in the relevant Training Package and the participant has paid all monies owed to CVGT. The Certificate will be accompanied by a Qualification Transcript which provides the details of each unit of commerce and the accompanying result.

A **Statement of Attainment** is issued where a participant partially completes a qualification or withdraws from a qualification. This is provided when the participant has paid all monies owed to CVGT. The Certificate will be accompanied by a Qualification Transcript which provides the details of each unit of commerce and the accompanying result.

A **Certificate of Participation** will be issued to participants who complete non-accredited courses.

Certificates will be sent to participants within 4 weeks of training completion; unless arrangements have been made for a graduation ceremony. If the delivery of certificate is delayed for a graduation ceremony the participant will be notified in writing

Certificates, accompanied by Statements of Attainment are placed into an official CVGT presentation folder and sent to the participant.

For reissuing of a Qualification, Certificate or Statement of Attainment, a fee of \$25 will be incurred.

PARTICIPANT PLAGIARISM, CHEATING AND COLLUSION

Cheating - seeking to obtain an unfair advantage in the assessment of any piece of work.

Plagiarism - to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, participants, texts, resources and the internet, whether published or unpublished.

Collusion - unauthorised collaboration between participants.

Participant Integrity and Honesty

CVGT is committed to upholding standards of participant integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by participants.

Participants are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

Participants and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such.

From time to time, there may be incidents of participant plagiarism, cheating and collusion which CVGT is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.

Participant plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by CVGT.

Avoiding and Detecting

Upon the submission of all assessment tasks, participants are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of the work.

CVGT will take the necessary steps to detect plagiarism and cheating which may include:

- Comparison of the work with electronic reference materials, internet resources and the work of other Participants;
- Electronic plagiarism detection software;
- Comparison of work against various academic databases;
- Referring to the plagiarism register; and
- Other methods deemed appropriate by the trainer/assessor.

All staff have an obligation to identify and investigate any possibility of plagiarism, cheating or collusion.

Responding to Incidents

A participant found to have plagiarised, cheated or colluded will be given an opportunity to respond to the allegations.

Participants found to have plagiarised, cheated or colluded will be dealt with through the Participant Discipline Policy.

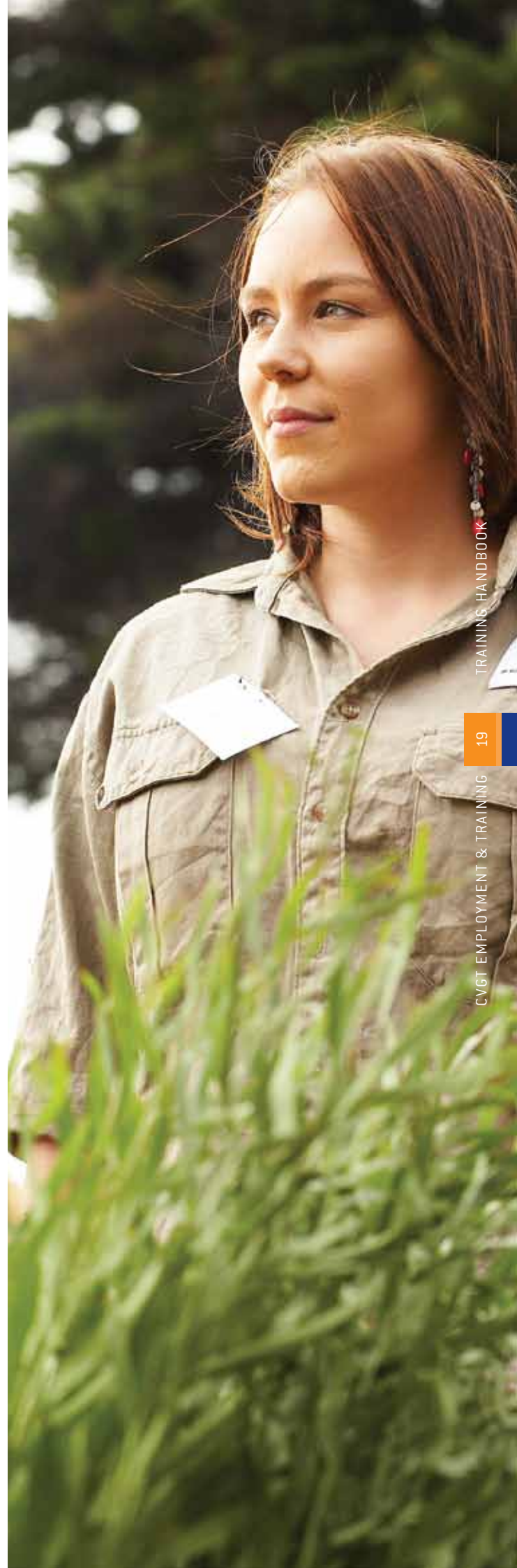
A record of the participant's involvement in alleged plagiarism, cheating or collusion will be retained on the plagiarism register while still enrolled in any course and training and assessment staff will have access to this information when considering any subsequent allegations of misconduct.

OCCUPATIONAL HEALTH & SAFETY SHARED RESPONSIBILITIES

CVGT acknowledges its moral and legal responsibility to provide a safe and healthy work environment for all employees, contractors, customers and visitors, in accordance with the Victorian Occupational Health and Safety Act.

CVGT Trainers and Assessors will provide participants with an overview of OH&S requirements, and emergency procedures at the beginning of each course, where the course is class based. In the workbased delivery we appreciate participants and their employers making our trainers aware of individual work site safety procedures and risk mitigation strategies. Please ensure that you bring OH&S concerns to the attention of your Trainer and/or supervisor as soon as practicable.

CVGT acknowledges its responsibility to ensure that its participants do not participate in study off and on the job for more than 8 hours per day



CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All participants of the CVGT Registered Training Organisation (RTO) are treated as individuals and are offered advice and support services that assist participants in achieving their individual outcomes. CVGT does not offer formal welfare or guidance services but every effort will be made to assist participants to access appropriate support agencies.

Academic Support	
Reading and Writing Hotline Ph : 1300 655 506 www.literacyline.edu.au	For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.
Australian Apprenticeship Centres (AAC) Telephone : 1800 639 629 www.australianapprenticeships.gov.au	Some language, literacy and numeracy courses attract government subsidies. The AAC can offer more information.
Material and Financial Assistance	
Centrelink www.centrelink.gov.au Australian Apprenticeships 13 36 33 Multi lingual call 13 12 02	Provides Advice on the following concessions and income supports. Pensioner Supplement Allowance ABSSTUDY *course dependent Austudy Youth Allowance
Loddon Mallee Housing Services Ph: 5442 4288 www.lmhs.com.au	LMHS is the leading homeless person's agency in regional Victoria and strive to embody the values of dignity and respect and work in practical ways to make a difference to the lives of people experiencing homelessness or who are in housing crisis.
Homelessness Australia www.homelessnessaustralia.org.au Council to Homeless Persons Victoria 34 Brunswick St, Fitzroy 3065 P: 03 9419 8699 W: www.chp.org.au	For comprehensive information about support services for homelessness and people leaving domestic violence contact either national organisation Homelessness Australia or Victorian branch, Council for homeless persons. Women's domestic violence hotline 1800 015 188 Salvation Army crisis centre 1800 626 727.
Discrimination and Legal Advice	
Fair Work Australia (FWA) Telephone: 1300 799 675 Website: www.fwa.gov.au	FWA is Australia's National workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.
Apprenticeship Field Officer Skills Victoria W: www.skills.vic.gov.au Statewide contact P: 1300 722 603 Visit website to find regional contact point	Apprenticeship field officers: investigate disputes between apprentices or trainees and employers support apprentices or trainees who are victims of workplace violence and harassment help providers of training and further education with apprenticeships and traineeships advise and counsel apprentices or trainees and employers on training and other matters

<p>The Victorian Equal Opportunity & Human Rights Commission Telephone: (03) 9281 7100 www.equalopportunitycommission.vic.gov.au</p>	<p>The Commission's role is to help to resolve individual and representative complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, and free. The commission can also provide education about equality of opportunity, racial and religious tolerance and human rights.</p>
<p>Legal Aid Victoria (VLA) Telephone: 1800 677 402 www.legalaid.vic.gov.au</p>	<p>VLA focuses on helping and protecting the rights of socially and economically disadvantaged Victorians by providing assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions. VLA is an independent statutory authority established by legislation called the Legal Aid Act 1978 (Vic) and is funded by Commonwealth and state governments</p>
<p>Disability Rights Victoria (DRV) Telephone: 1800 462 480 Office: - Regional Information and Advocacy Council 127 Mitchell Street, Bendigo</p>	<p>DRV is an advocacy organisation directed by people with a disability and provides advice on behalf of adults with a disability. DRV provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. DRV support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them</p>
<p>Personal Crisis and Support Services</p>	
<p>Beyond Blue P: 1 300 22 46 36 W: www.beyondblue.org.au</p>	<p>Mental health referral and information resource. Find out information about particular symptoms, find a local support practitioner, Rural Health Information Network (RAIN)</p>
<p>Lifeline W: www.lifeline.org.au P: 13 11 14</p>	<p>Anyone can call Lifeline - a free counseling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counseling, you can call about anything that might be troubling you</p>
<p>Kids Help Line P: 1800 55 1800 W: www.kidshelpline.com.au</p>	<p>If you're under 18 years of age and require support with aspects of your personal life you may consider contacting Kids Help Line who provides access to telephone, web, and email counseling.</p>
<p>Reach Out www.reachout.com.au</p>	<p>Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Reach Out aim to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways we know work for young people.</p>

PRIVACY

CVGT is committed to protecting the privacy of its participants and is required to do so under the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000) and the Information Privacy Principles (Privacy Act 1988).

The CVGT Privacy Policy is displayed in all our offices, can be viewed on the CVGT Website or by request from your CVGT consultant.

Information that we will collect from participants includes school results, workplace information, performance notes & details, prior school history and your workplace procedures are kept secure and confidential.

This information may be released where deemed necessary as part of your training to your Employer, authorized CVGT personnel, Government Auditors and Group Training Field Representatives (where appropriate).

You may access or request correction of any personal information that CVGT possesses.

Requests for information must be made in writing subject to identity verification, your request will be acknowledged within 14 days.

INTELLECTUAL PROPERTY

Materials prepared, purchased or provided by CVGT for training and assessment services remain the property of CVGT unless otherwise formally negotiated.



Special
TOMATO
BRUSCHETTA
ROAST
MUSTARD
QUESADILLA
CHICKEN
CHEESE

SPECIAL
ONION
SERVED W
SERVED
KEO OR
\$15.50
RANGE
\$17.50
\$15

Cakes & Desserts
BEER BATTERED FISH
W/ CHIPS, SALAD &
HOUSEMADE TARTARE
SAUCE \$15.50
WARM CHICKEN
SALAD W/ BACON
PINE NUTS & BALSAMIC
DRESSING \$13.50

HAND
SP
HOW
GNO
PAPR



CVGT RTO - Regional Delivery

56-60 King St,
Bendigo 3550
Phone: 54492100
Fax: 03 54492190

CVGT RTO - Metropolitan Delivery

Level 1, 25-29 Devonshire Road
Sunshine 3030
Phone : 831 15900
Fax: 831 15959

The information contained in this Training Handbook is current as at February 2011. Benefits and services are subject to change at any time without notice. Please check with CVGT Training Centres for current details.